

**Notice of References Cited**

Application/Control No.

09/919,302

Applicant(s)/Patent Under  
Reexamination  
SARLAY ET AL.

Examiner

Rebecca M Bachner

Art Unit

3623

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-6,115,693	09-2000	McDonough et al.	705/10
	C	US-5,911,134	06-1999	Castonguay et al.	705/9
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	N	01079039	09-1999	Europe	Bogart et al.	H04M-003/50
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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Blue Pumpkin Software Announces PrimeTime 2.0, Industry's First Shink-Wrapped Solution for Managing Multi-Skilled Customer Contact Center". July 6, 1999. Downloaded from www.bluepumpkin.com Press Releases.
	V	"Blue Pumpkin Software Earns Best Call Center Solution Award at Voice Europe". November 5, 1999. Downloaded from www.bluepumpkin.com Press Releases.
	W	"Blue Pumpkin Software and Siemens Announce Partnership for Largest Call Centre Market in Continental Europe". February 24, 2000. Downloaded from www.bluepumpkin.com Press Releases.
	X	"TravelSmith Selects Blue Pumpkin to Update Call Center Operations Schedules Created 80% Faster with PrimeTime Workforce Management Solution". March 6, 2000. Downloaded from www.bluepumpkin.com Press Releases.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

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	V	"Nortel Networks, Blue Pumpkin to Offer Advanced Solutions for Second Wave of e-Business". April 11, 2000. Downloaded from www.bluepumpkin.com Press Releases.
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	X	"Siemens Adds e-Service and Multi-Media Options to CRM Solution". Cambridge Telecom Report. January 31, 2000. Downloaded from Dialog.

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